Iowa Department of Human Services

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Director

INFORMATIONAL LETTER NO.1618

DATE: March 1, 2016

TO: Iowa Medicaid Targeted Case Managers (TCMs) and Case Managers (CMs), and Integrated Health Homes (IHHs) Care Coordinators

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Documentation Submission Process for Home and Community Based Services (HCBS) Waivers, Habilitation Level of Care Reviews and Waiver Prior Authorization Reviews

EFFECTIVE: Immediately

To improve response time, ensure a secure upload process and improve the quality of information submitted, TCMs, CMs, and IHHs are now required to submit HCBS Waiver and Habilitation review documentation to the IME Medical Services Unit via a secure upload process.

In order to use this process, TCMs, CMs and IHHs must have accounts set up in both the Individualized Services Information System (ISIS) and the Iowa Medicaid Portal Access[1] (IMPA) systems. Most TCMs, CMs, and IHHs should already have an ISIS username and password. If you do not, your supervisor can request access for you. If you have not already registered in IMPA, please follow these instructions to register for a new account.

To Register for IMPA:
1)   Go to: https://secureapp.dhs.state.ia.us/impa.
2)   Click on the "Register New Account" link at the top of the page.
3)   Complete the registration form. Your password must be at least eight characters and include one uppercase character, one lowercase character, one digit, and one special character (!@#$%^&+=). Enter the verification words and click the "Create" link.
4)   When you receive the Congratulations message, click "OK".

To Upload a Document to IME:
1) Login to IMPA. When you login for the first time, you will be required to answer three security questions before proceeding.
2) Under the main menu, click on Manage>My Account.
3) From the menu on the left, click on the "External Application Authorization" link.
4) Enter your ISIS username and password.
5) Click on Save.

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[1] https://secureapp.dhs.state.ia.us/impa/(S(xmz4inauz51uftl5qmmloeak))/Default.aspx

6) To refresh the File menu item click on Manage>My Account. NOTE: Any link that refreshes the page will also work.

7) Click on File>Upload File>Document to IME.

8) From the dropdown menu, select "CMH Waiver" or "Habilitation Review Information".

9) Click on the "Select" link. Browse to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and log into IMPA again).

10) Click the "Upload" link to begin the upload.

When using the secure upload process, please use the following practices to assure your documents are submitted as intended:

- An uploaded document should not contain information for more than one member. If CMH Waiver and/or Habilitation reviews are being submitted for more than one member, documents must be uploaded separately for each member.

- If multiple documents are being uploaded for a single member's review, please label each document with the member's name, State Identification Number (ID) and identify which document is being sent in relation to the total number of documents, such as "1 of 3", "2 of 3" and "3 of 3".

- Document size is limited to 10 MB. If you are scanning documents, be sure to scan at a resolution that will not result in a large file size.

Please note, documents identified above may not be submitted by email or fax.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or email at imeproviderservices@dhs.state.ia.us. Questions specific to IMPA should be sent to IMPA support at IMPAsupport@dhs.state.ia.us.